

**Child Support Advisory Board**  
**MINUTES**  
**January 26, 2006**

**Present**

1<sup>st</sup> District, George Gliaudys, Jr., Esq.  
1<sup>st</sup> District, Jane Preece, Esq.  
2<sup>nd</sup> District, Paula Leftwich  
2<sup>nd</sup> District, John Murrell  
3<sup>rd</sup> District, Lucy T. Eisenberg, Esq.  
3<sup>rd</sup> District, Janice Kamenir-Reznik, Esq.  
4<sup>th</sup> District, Jean Cohen  
4<sup>th</sup> District, Maria Tortorelli  
5<sup>th</sup> District, Reginald Brass  
5<sup>th</sup> District, Susan Speir

Chief Information Office,  
Jim Hall  
Child Support Services,  
Steven Golightly, Chief Deputy Director  
Department of Public Social Services,  
Rosie Ruiz  
Superior Court, David Jetton

**Absent**

Children and Family Services,  
David Sanders  
Franchise Tax Board,  
Debbie Strong  
CA Department of Child Support Services,  
Annette Siler

**Guests**

Lori Cruz, Deputy Director  
Lisa Garrett, Special Assistant

Gail Juiliano, Chief, QAPI

**Staff**

Jim Corbett, Board of Supervisors  
Gabriel Alexander, Board of Supervisors

**CALL TO ORDER**

*Chair Eisenberg* called the meeting to order at 9:38 a.m. in Room 372 conference room.

### **APPROVE MINUTES OF NOVEMBER 17, 2005**

On motion of Member Kamenir-Reznik, seconded by Member Gliaudys and unanimously carried, the minutes of November 17, 2005 were approved as submitted.

Following discussion, staff was directed to submit a prepared draft of the minutes two weeks following the meeting to Chair Eisenberg, Vice Chair Speir, Member Siler, and Director Browning for their review.

### **BOARD CHAIR'S REPORT**

Chairperson Eisenberg reported that CSSD Director Browning has prepared an Ordinance change to the CSAB (copy on file) which includes changes to the Membership, Qualifications, Meetings, and Duties. Discussion ensued and the item will be placed on the February CSAB Agenda for review.

### **DIRECTOR'S REPORT: To include review of DCSS policy letter regarding reserved orders**

Steven Golightly, Chief Deputy Director, CSSD, reported the following:

- Discussion on the proposed Ordinance was held yesterday with Director Browning regarding outdated language and some efficiency changes;
- Director Browning is attending a DCSS meeting with the big six agencies;
- The COAP program has been extended for two years;
- Mary Lawrence has been appointed Regional Administrator to replace Annette Siler; and
- On April 1, 2006 CSSD will begin transferring monies to the SDU

Discussion ensued on the SDU.

Following discussion, on motion of Member Kamenir-Reznik, seconded by Member Cohen and unanimously carried, Chair Eisenberg will prepare a letter for submittal to Greta Wallace, Director, DCSS, regarding the adverse effect of this transition that is clearly unfair to County customers. The CSAB will ask for reconsideration of the decision to post payments as of the date of receipt. The cost is too high for non-custodial and custodial parents and only serves to penalize those that are making a good faith effort to comply with their court obligations and support their children.

### **DCSS REPORT**

Annette Siler has requested that this item be deferred to the next CSAB meeting

### **REVIEW/APPROVE SEMI-ANNUAL REPORT**

Following discussion, on motion of Member Tortorelli, seconded by Vice Chair Speir and duly carried (Member Preece abstained), the Semi-Annual report was approved as submitted with minor corrections (copy on file).

### **REVIEW/APPROVE SUNSET REVIEW DOCUMENT**

Following discussion, on motion of Vice Chair Speir, seconded by Member Kamenir-Reznik and duly carried (Member Preece abstained), the Sunset Review document was approved as submitted (copy on file).

Members requested that staff forward mailing a week ahead of schedule for necessary review of meeting material.

### **QAPI PLAN FOR FY 2005/2006 WITH NUMERICAL/MEASURABLE GOALS**

Gail Juiliano, Division Chief, QAPI, reported on the FFY 2006 Quality Assurance and Performance Improvement Plan (QAPI) Update (copy on file). The LCSA FFY 2006 Performance Goals for Collections on Current Support is 47%, and the LCSA FFY 2006 Performance Goals for Cases with Arrears Collections is 50%.

Both Current Support, and Cases with Arrears Collections have an action plan and expected outcomes. The Work Plan for the former includes: **1.** Performance Improvement Team (PIT) Modifications; **2.** PIT review of ARS closure/clean-up lists; **3.** "Just Ask"; **4.** Supplemental Child Care; **5.** Early Intervention process with earnings assignment task; **6.** Accrual Credits; **7.** Improved Workers' Compensation Process; **8.** Civil Contempt Process; **9.** Criminal Prosecution Referrals; and Locate List. The Work Plan for the latter includes: **1.** Arrears List; **2.** Performance Improvement Team review of ARS closure/clean-up lists; **3.** "Keep The Change"; **4.** Early Intervention process with earnings assignment task; and, **5.** Improved Workers' Compensation Process.

The Expected Outcomes reflect the Work Plan and include scope of work, monitoring/tracking, statistical data gathering to monitor the success of the process, expansion of the criminal prosecution criteria, initiation of the locate efforts much earlier in the process, improvement of the Workers' Compensation process, and an increase of cases reviewed and closed.

### **REPORT ON FINALIZED GOALS SET BY THE DEPARTMENT**

Lori Cruz reported on the FFY 2005-2006 Strategic Plan which includes OCSE Goals, State Goals, and County Goals (copy on file). The CSSD goals for FFY 2005/2006 include: **1.** Increase collections on current support from 42.95% to 47%; **2.** Increase collections on arrears from 46.77% to 50%; **3.** Increase total collections of \$505 million by 2%; **4.** Achieve the successful transfer of the L.A. payment processing to the State SDU; **5.** Implement a Department-wide

mentor program; and **6.** Implement an Outbound Calling Program for CSSD customers. Also included are specific strategies to carry out the six Departmental goals.

The strategic plan will be implemented by its sponsors (senior managers), in a team effort (Division staff), with performance evaluations and with employee recognition of outstanding job performance.

Ms. Cruz indicated that reports on the Outbound Calling Program and on Review of Service of Process would be provided at the April meeting. She will also report on input of family law orders at the March meeting.

#### **REPORT ON LOGAN CASE**

This item was deferred to the next meeting.

#### **QUARTERLY REPORT ON COAP PROGRAM**

This item was deferred to the next meeting.

#### **WAGE ASSIGNMENT COMMITTEE REPORT**

This item was deferred to the next meeting.

#### **PUBLIC COMMENT**

There was none.

#### **MATTERS NOT ON THE POSTED AGENDA**

There was none.

#### **ADJOURNMENT**

The meeting was adjourned at 11:58 a.m.